

Training Officer (12+ years of Experience)

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OBJECTIVE

A Training Officer with over 10 years of experience in various fields related to training, hospitality, and customer service, aspiring to apply his leadership and organizational skills in a distinguished work environment

SKILLS

- MS Office - Professional in Microsoft Word, Office, Powerpoint.
- Communication - Ability to Listen & say information clearly when you speak or write
- Creative & Thinking Skills - Strong thinking skills with problem solving & decision making
- Positive Attitude - Being calm & cheerful when things go wrong

EXPERIENCE

Jan 2025 - Admin Officer - Shifa College of Medical Technology (SCMT)	Shifa Tameere Millat University (STMU Islamabad) Support HR in recruitment, job postings, CV collection, & candidate coordination. Manage office requisitions, contracts, biometric registrations, & faculty remuneration. Process leave applications & handle communication. Assist with campus maintenance, classroom supplies, and student portal updates. Coordinate staff duties for orientations, admissions, assessments, exams & support the exam committee.
Aug 2020 - Dec 2024 Senior Training Officer (Nutech skills Development Directorate)	National University of Technology (Nutech Islamabad) Trains the faculty in organizing training sessions, and courses. Manages & took approval of training curriculum, Short listing & finalizing the admission of deserving students in offered trainings & students registration process, administration of exams & results, delivered lectures of Hospitality Operation & Management
Nov 2017 - March 2020 Assistant Manager (Food & Beverages)	Holiday inn Hotel Islamabad (4 Star) Plan, Organise, direct, control & evaluate the operations of restaurants, Room service, & operate serving food & beverages. Took Customers Complaints & Resolve issues. Supervise staff & allocate them according to requirements
Feb 2015 - April 2017 Team lead (Customer Care)	Zong (mobile network operator) Complete Quality call targets, provides information about products and services ,took orders of services & packages, review customer sim accounts and make changes Handle returns or complaints Respond promptly to customer inquiries, resolve customer concerns and escalate issues to appropriate departments.
Feb 2008 - April 2011 Supervisor (Food & Beverages) Hospitality	Ittehaad Restaurant Recruiting, training & managing staff Agreeing & managing budgets Planning menus Hygiene & health safety legislation Promoting &

marketing the business Overseeing stock levels & ordering supplies & provide catering services with live Bar'B Q

PROJECTS

HSR

Project Manager

Duration:1 Month, Team Size:3 Revolution of High Speed Railways

EDUCATION

Degree / Course	University / Board	Percentage / CGPA	Year of passing
Masters of Commerce	University of Lahore		2015
Bachelors of Commerce	University of the Punjab		2010
Intermediate of Commerce	Punjab College of Information Technology Rawalpindi		2007
Matric	Saint Pauls Cabridge School		2005

ACHIEVEMENTS

Employee of The Year - Get the title of Employee of the year for exceptional work, contribution, honesty, submissiveness, behaviour & Success in achieving Goals of Organization

INTERESTS

Paintings, Bikes, Car, Driving, Tourism, Technology, Sports, Gym, Online Gaming

HOBBIES

Riding, Travelling, Cricket, Multiplayer Gaming Online

STRENGTHS

Punctual, Time Management, Team work, Positive attitude, Self Management, Willingness to learn, Thinking Skills, Resilience, Creative, Intuitive.

ADDITIONAL PERSONAL INFO

Address	Chaklala Scheme 3 Rawalpindi
Languages	English, Urdu
Date of Birth	17-03-1989
Gender	Male
Driving license	Pakistan Liscence no 22215